



Protection of Personal Information Act (POPIA) Compliance Policy

1. Purpose

This policy outlines the commitment of L&S Insurance Brokers to comply with the Protection of Personal Information Act (POPIA) and ensure the lawful processing, storage, and security of clients' personal information.

2. Scope

This policy applies to all employees, contractors, and third-party service providers handling personal information on behalf of L&S Insurance Brokers.

3. Information Officer

L&S Insurance Brokers has appointed Suzette Coetzee as the Information Officer responsible for overseeing POPIA compliance, handling data access requests, and ensuring data protection measures are in place.

4. Collection of Personal Information

- Personal information will be collected lawfully, with the consent of the data subject.
- Information will be collected directly from the client unless otherwise authorized.
- The purpose of data collection will be clearly communicated to the client.

5. Processing and Use of Personal Information

- Personal information will be used only for the purposes agreed upon, such as policy administration, claims processing, and risk assessment.
- No data will be processed for direct marketing without the client's explicit consent.
- Data subjects have the right to access, update, or correct their information.

6. Storage and Security of Personal Information

- Personal data will be securely stored using encryption and access controls.
- Only authorized personnel will have access to client data.
- Physical records will be securely stored, and digital records will be protected against cyber threats.

7. Retention and Disposal of Personal Information

- Personal data will be retained only as long as required by law or for legitimate business purposes.
- Data no longer needed will be securely deleted or destroyed.

8. Third-Party Data Sharing

- Personal information will not be shared with third parties unless necessary for insurance services and with client consent.
- All third-party service providers must comply with POPIA regulations.
- A data processing agreement will be in place with third parties handling personal data.

9. Data Subject Rights

Clients have the right to:

- Access their personal information upon request.
- Correct or update incorrect personal data.
- Withdraw consent for data processing.
- Request the deletion of their data if no longer needed.

10. Data Breach Management

- Any data breach will be reported to the Information Regulator and affected clients as soon as possible.
- A data breach response plan is in place to mitigate risks and prevent future occurrences.

11. Employee Training and Compliance

- All employees handling personal information will receive regular training on POPIA compliance.
- Regular audits will be conducted to ensure adherence to this policy.

12. Contact Information

For any inquiries related to personal information or data requests, contact:

Suzette Coetzee

Email: suzette@Lsbroker.co.za

Phone: 011 916-2060

Effective Date: 01 May 2021

Approved By: Etienne Kruger (Executive Member and Key Individual)